

Group Policy (Winter 16) for Group RM



General information

- Minimum 10 Guests in one group.

Deposit and Balance payment

- Refer to the due date which set in group RM system

Auto cancellation of reservation

- The deposit and full payment will be set on time limit (TL). Reservation will be auto-cancelled unless the payment is fulfilled before time limit. Re-booking of reservation may not guarantee the same fare and seats.

Child and Infant

- Group fare is adult fare. No Child fare.
- Infant without seat THB 1,800 per guest per segment.
- No bassinet provided for infant.
- Limit 24 infants per flight.
- Infant age is less than 2 years old. Child age is from 2 years old to less than 12 years old.
- Silence Zone is not allowed for child and infant.

Wheelchair Service at Ramp (WHCR)

Provide airline's wheelchair at departure and arrival to/from the aircraft door.

Airport	Wheel Chair Assistant Service
DMK	Free of charge
NKG / TPE / TAO / TSN / SHE / DLC	THB 1,300/one way

In cases the aircraft is parked at a remote bay, Wheelchair Service at Ramp is not available. Reservation must be made 72 hours before departure.

Seat wastage cancellation

- 20% seat wastage cancellation of each group is allowed 30 days before departure.
- Number of guest cancellation will be rounded-up i.e. 6.4 guests = 7 guests
- Less than 30 days before departure, the seat wastage cancellation is not allowed.
- Deposit of wastage seat(s) will be deducted from the balance payment.
- After seat wastage cancellation applies, the deposit will be forfeited from any seat(s) materialized below 80%.
- Deposit of wastage seat(s) will only be refunded if minimum group size met.
- Deposit will not be refunded if the entire group is cancelled.

Date and Destination Change

- Date or Time change is allowed 48 hours before departure with change fee of THB 1,800 per guest per segment plus any fare difference and seats are subject to availability.
- Change date is not allowed for individual passenger. Change has to be done in all passengers.

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- Change of origin or destination is not allowed.

Final name list and ticketing

- Download group name application form (Excel format) in group RM system to fill in the information of passengers.
- Upload the group name application form in the group RM system.
- Name list should be uploaded 7 days before departure.
- Name change can be done 48 hours before first flight departure free-of-charge.
- Name change within 48 hours before first flight departure is not allowed.

Cancellation/Refunds

- Not allowed in any cases, except death or serious injury of passenger or immediate family members. Immediate family member is defined as spouse, children, siblings, parents, grandparents or grandchildren.
- Apply refund fee and require documented evidence such as medical or death certificate.

Baggage

- Group fare includes 20 kilogram check-in baggage (no limit to the number of pieces you can check in) and 7 kilogram cabin baggage (+3 kg if carry notebook).
- Sport equipment and Musical Instrument will be weighted as check-in baggage.

Pre-paid (48 hrs. before departure)

Baggage type	Kilogram	Per pax per sector
Extra cabin bag (กระเป๋าถือขึ้นเครื่อง)	7 KG	THB 950
Check-in Baggage (กระเป๋าเช็คอิน)	20 KG	Included in Group fare
	25 KG	+THB 150
	30 KG	+THB 350
	35 KG	+THB 550
	40 KG	+THB 750

- There is no limit to the number of pieces you can check in, as long as their combined weight is within your standard weight allowance.

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Meal

- Hot Meal Combo is optional (Hot Meal + Dessert + Bottled water).
- Premium Meal (Premium Meal + Fresh fruits+ Dessert + Drink).
- All Hot Meals are Halal Certified.
- Hot Meal Combo is not allowed for individual passenger. Hot Meal Combo has be purchased for all passengers.
- Full payment for Hot Meal Combo at the time of reservation
- After the group ticket issued and passenger would like to purchase Hot Meal, please contact NokScoot Call Center via 02- 021 0000

Pre-paid (72 hrs. before departure)

Choice	Menu	Per pax per sector
Hot Meal B (XHCB)	Beef Casserole	THB 280
Hot Meal C (XHCC)	Green Curry Chicken with Rice	THB 280
Hot Meal E (XHCE)	Soya Sauce Chicken with Rice	THB 280
Hot Meal F (XHCF)	Teriyaki Chicken with Rice	THB 280
Hot Meal G (XHCG)	Oriental Vegetable with Rice (Vegetarian)	THB 280
Hot Meal F (XHCI)	Phat Thai with Prawns	THB 280
Premium Meal A (XPCA)	Roast Chicken with Green Peppercorn Sauce	THB 360
Premium Meal B (XPCB)	Seabass with Sweet Tamarind Sauce	THB 360

Pre-paid (4 hrs. before departure)

Choice	Menu	Per pax per sector
Retort Set A (XRCA)	Beef Casserole	THB 280
Retort Set B (XRCB)	Soya Sauce Chicken with Rice	THB 280
Retort Set C (XRCC)	Teriyaki Chicken with Rice	THB 280
Retort Set D (XRCD)	Oriental Vegetable with Rice (Vegetarian)	THB 280

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Pre-paid seating

- Guest can choose to upgrade to SUPER or STRETCH seats at an additional cost.
- Exit rows, 31H/31J/31K, 61A/61B/61C, 61H/61J/61K, are not available for infant, child and impairment.

Pre-paid (48 hrs. before departure)

Zone	Row no.	Seat	Seat pitch	Per Pax Per Sector
Scoot-in-Silence	21	Stretch (Front row)	More than 36 inch.	THB 1,500
Scoot-in-Silence	22 – 25	Super	Up to 35 inch.	THB 1,000
Scoot-in-Silence	23 – 26	Standard	31 inch	THB 500
Front	31	Stretch (Front row)	More than 36 inch.	THB 1,200
Front	32 – 34	Super	Up to 35 inch.	THB 800
Front	32 - 51	Standard	31 inch	THB 400
Rear	61	Stretch (Front row)	More than 36 inch.	THB 1,200
Rear	62 – 63 71 -74	Super	Up to 35 inch.	THB 800
Rear	62 - 75	Standard	31 inch	THB 400

Upgrade to ScootBiz

Destination	One way	Roundtrip
CKG	THB 2,750 Per pax per sector	THB 4,400 Per pax
TAO	THB 3,300 Per pax per sector	THB 5,500 Per pax
NKG	THB 3,300 Per pax per sector	THB 5,500 Per pax
SHE	THB 3,300 Per pax per sector	THB 5,500 Per pax
DLC	THB 3,300 Per pax per sector	THB 5,500 Per pax
TSN	THB 3,300 Per pax per sector	THB 5,500 Per pax
TPE	THB 3,000 Per pax per sector	THB 6,000 Per pax

- Book upgrade 7 days before departure
- Payment within 1 days after reservation
- Subject to ScootBiz availability

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Payment

- Bank transfer to NokScoot bank account. Allow one working day to process banking arrangement.

Bank : Kasikorn Bank
Branch : Don Mueang International Airport
A/C name : NokScoot Airlines Company Limited
Saving a/c no.: 883-2-01738-9
Swift code : KASITHBK

Service Fees

List	Per Pax Per Sector
Meal & Beverage	THB 280
Date & Time Change fee	THB 1,800
Name change fee	FOC up to 48 hours before departure
Credit card processing fee	THB 180
Cancellation fee	Not Permitted
Tax refund admin. fee*	THB 1,250

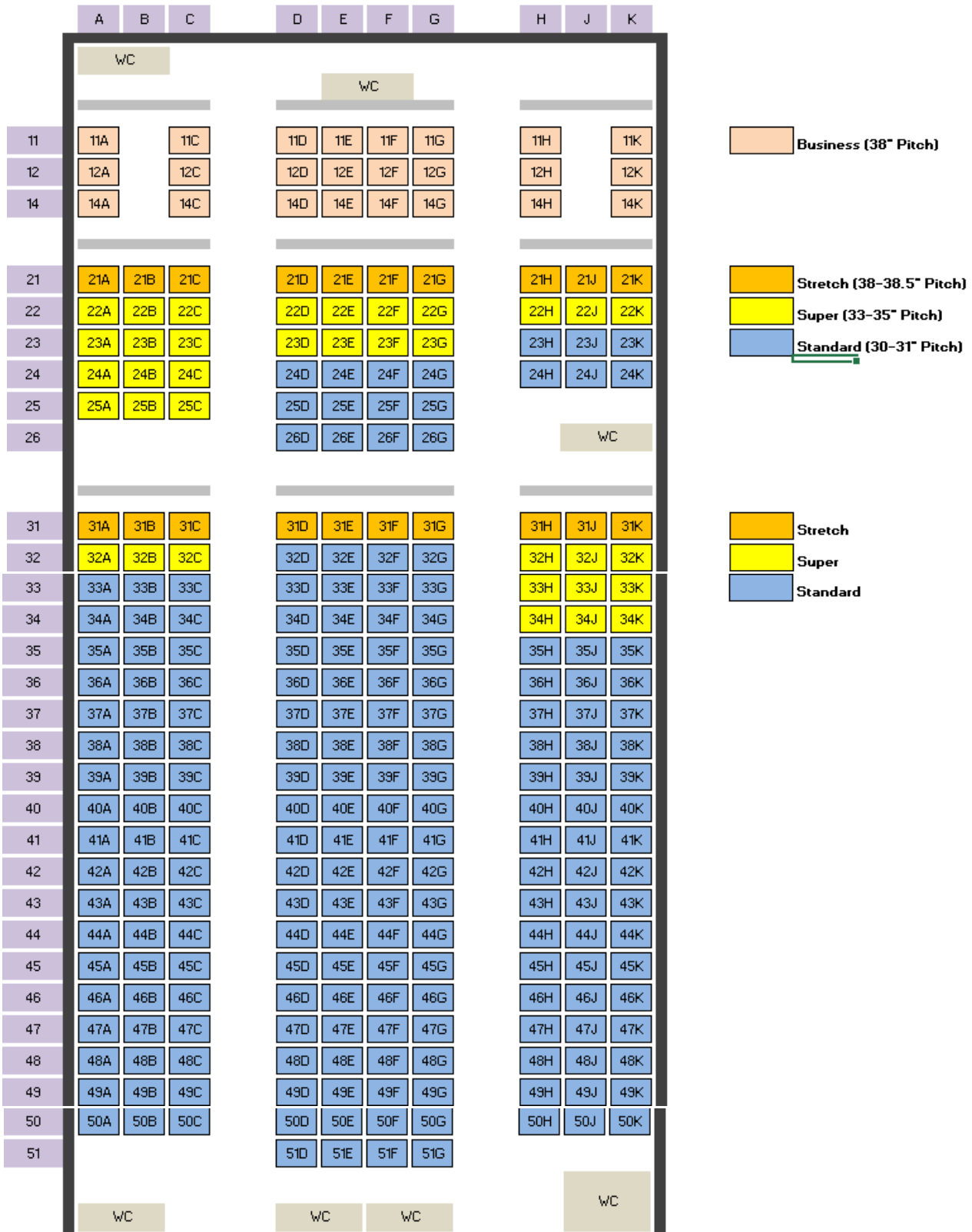
- * Tax refund administration fee will be applied when refund unused taxes.
All fees are subject to change without prior notice.

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Seat Map : Boeing 777-200



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61	61A	61B	61C	61D	61E	61F	61G	61H	61J	61K	<div style="display: flex; flex-direction: column; align-items: center;"> <div style="width: 20px; height: 10px; background-color: #FFC000; margin-bottom: 5px;"></div> Stretch </div> <div style="width: 20px; height: 10px; background-color: #FFFF00; margin-bottom: 5px;"></div> Super
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